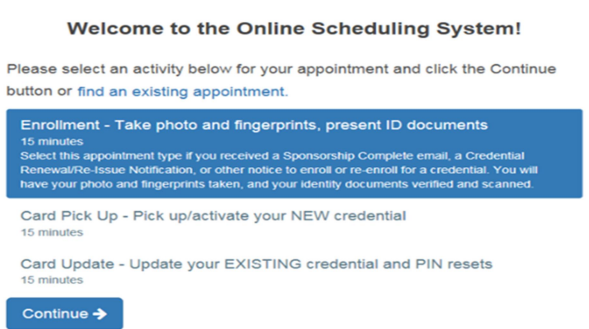
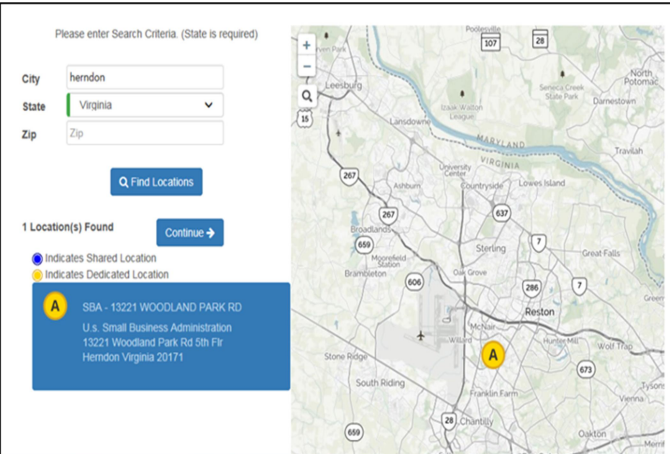
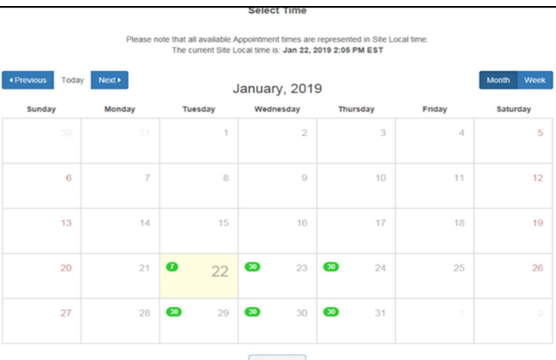
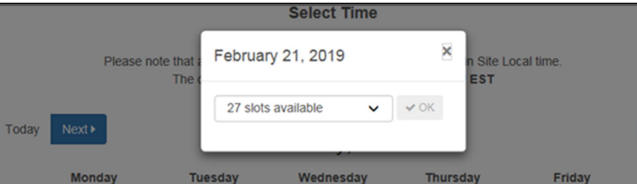
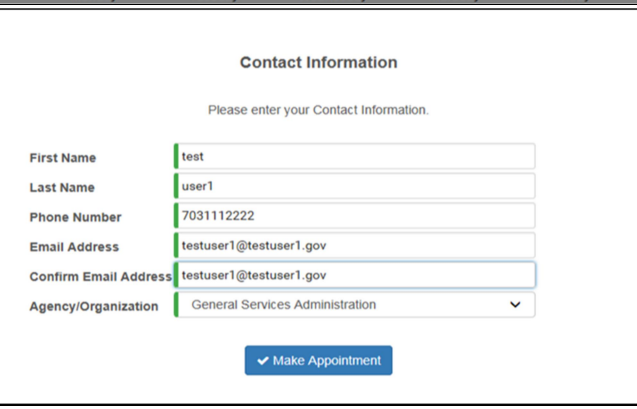
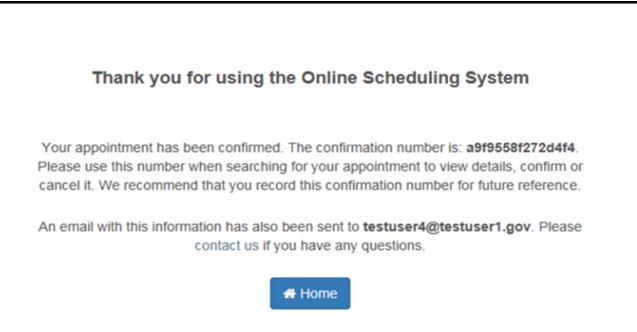


The Assured Identity Scheduler is a tool for Applicants to make appointments to visit a USAccess Credentialing Center, and for Registrars/Activators to log in to view and manage schedules, and cancel appointments. This guide provides instructions on how to make an appointment to enroll for your card or to pick up/activate your card, and how to log in to view and manage schedules and cancel appointments.

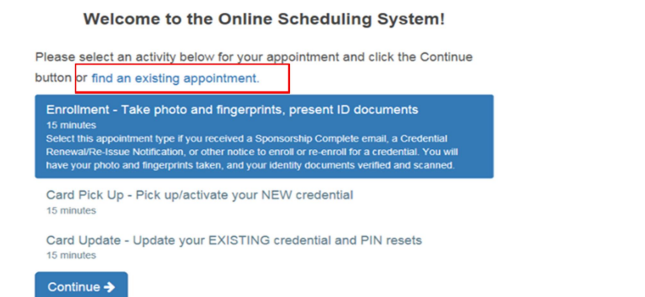
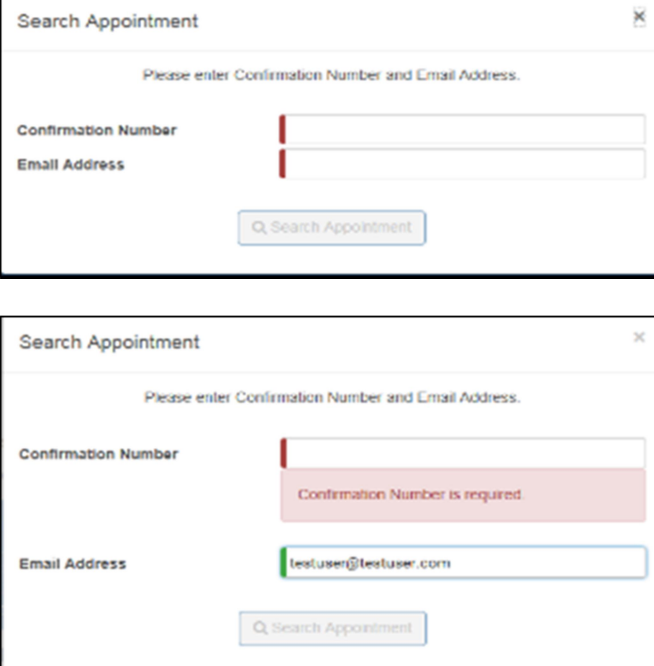
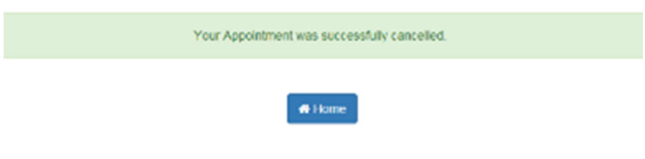
## Applicants Making an Appointment:

<p>1. <b>Navigate to the GSA Online Scheduling System</b>  <a href="https://portal.usaccess.gsa.gov/scheduler">https://portal.usaccess.gsa.gov/scheduler</a>  This URL is included in the USAccess e-mail prompting you to make an appointment.</p>	
<p>2. <b>Select Appointment Type</b>  Click on the appointment type and click <b>Continue</b>.</p>	
<p>3. <b>Select a Location/Credentialing Center To Visit</b></p> <ol style="list-style-type: none"> <li>Type a city or zip code into the Show locations near text box. Press <b>Enter</b>.</li> <li>Click on the desired site in the results pane on the left.</li> <li>Click <b>Continue</b> on bottom right corner of screen.</li> </ol> <p><b>NOTE:</b> Blue colored circles indicate the center is a Shared Location. Yellow colored circle indicates the center is a Dedicated Location available to only employees of that specific Agency.</p>	

<p>4. <b>Select Appointment Date</b> Click on a day from the site calendar that appears. Green numbered circles on a day indicate the center has appointments available on that day and the number of available time slots.</p>	
<p>5. <b>Select Appointment Time</b> Select a time slot from the drop down menu and click <b>OK</b> to proceed.</p>	
<p>6. <b>Enter Contact Information</b> Enter contact details and click <b>Make Appointment</b> to make the appointment at the center.</p> <p><b>NOTE:</b> Applicants cannot make more than one appointment at the same site using the same email address. If a current appointment already exists, the system displays an error message.</p>	
<p>7. <b>Appointment Confirmation</b> The system displays a confirmation message displays and sends an email to the Applicant at the email address entered when making the appointment.</p>	

### Applicants Cancelling an Existing Appointment

Applicants cannot modify an existing appointment in the Assured Identity Scheduler. If the Applicant needs to reschedule, he/she should cancel the existing appointment and then create a new one.

<p>1. <b>Find Existing Appointment</b> Click on the <b>find an existing appointment</b> link on the home page of the <b>Assured Identity Scheduler</b> tool.</p>	 <p>Welcome to the Online Scheduling System!</p> <p>Please select an activity below for your appointment and click the Continue button or <b>find an existing appointment</b>.</p> <p><b>Enrollment</b> - Take photo and fingerprints, present ID documents 15 minutes Select this appointment type if you received a Sponsorship Complete email, a Credential Renewal/Re-Issue Notification, or other notice to enroll or re-enroll for a credential. You will have your photo and fingerprints taken, and your identity documents verified and scanned.</p> <p><b>Card Pick Up</b> - Pick up/activate your NEW credential 15 minutes</p> <p><b>Card Update</b> - Update your EXISTING credential and PIN resets 15 minutes</p> <p><a href="#">Continue →</a></p>
<p>2. <b>Enter Confirmation Number</b> Enter the Confirmation Number and Email Address used to create the appointment. The Confirmation Number is located in the confirmation email sent to the Applicant when they made the appointment.</p> <p><b>NOTE:</b> This information is required in order to find the appointment. If the Applicant does not have this information, the Applicant should reach out to center to have the Registrar/Applicant cancel the appointment.</p>	 <p><b>Search Appointment</b></p> <p>Please enter Confirmation Number and Email Address.</p> <p>Confirmation Number <input type="text"/></p> <p>Email Address <input type="text"/></p> <p><a href="#">Q Search Appointment</a></p> <p><b>Search Appointment</b></p> <p>Please enter Confirmation Number and Email Address.</p> <p>Confirmation Number <input type="text"/></p> <p>Email Address <input type="text" value="testuser@testuser.com"/></p> <p><a href="#">Q Search Appointment</a></p>
<p>3. <b>Cancellation Confirmation</b> The system displays a confirmation message indicating the appointment successfully cancelled.</p>	 <p>Your Appointment was successfully cancelled.</p> <p><a href="#">Home</a></p>